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Typed or printed name: Rita M. Lynch

Signature: Rita M. Lynch

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Shah et al.

: Group Art Unit: 2175

Application No. 09/606,093

: Examiner: T.N. Pardo

Filed: June 27, 2000

: Response to Paper No. 11

For: METHOD AND SYSTEM FOR
ENABLING TRAINING OF FIELD
SERVICE PERSONNEL AND
FIELD SERVICE OF MACHINES

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Technology Center 2100

RESPONSE TO FINAL OFFICE ACTION

Assistant Commissioner for Patents
Alexandria, VA 22313-1450

S I R:

In response to the final Office Action dated July 14, 2003, Applicants respectfully
submit the following remarks.